

# OFFICE TECHNICIAN (GENERAL)

CA48/1138

4PBJ201

# OFFICE TECHNICIAN (TYPING)

CA46/1139

4PBJ202



**CALIFORNIA  
STATE  
GOVERNMENT**

## OPEN NONPROMOTIONAL CONTINUOUS – STATEWIDE

AN EQUAL OPPORTUNITY EMPLOYER TO ALL REGARDLESS OF RACE, COLOR, CREED, NATIONAL ORIGIN, ANCESTRY, SEX, MARITAL STATUS, DISABILITY, RELIGIOUS OR POLITICAL AFFILIATION, AGE OR SEXUAL ORIENTATION

IT IS AN OBJECTIVE OF THE STATE OF CALIFORNIA TO ACHIEVE A DRUG-FREE STATE WORK PLACE. ANY APPLICANT FOR STATE EMPLOYMENT WILL BE EXPECTED TO BEHAVE IN ACCORDANCE WITH THIS OBJECTIVE BECAUSE THE USE OF ILLEGAL DRUGS IS INCONSISTENT WITH THE LAW OF THE STATE, THE RULES GOVERNING CIVIL SERVICE AND THE SPECIAL TRUST PLACED IN PUBLIC SERVANTS.

### EXAMINATION TYPE

This is an open, nonpromotional examination. Applications will not be accepted on a promotional basis. Career credits will apply.

### WHO CAN APPLY

Applicants who meet the minimum qualifications **AND** have not taken the Office Technician (General) or (Typing) exam within the last 12 months may apply for this examination as indicated below.

### HOW TO APPLY

**Applicants must apply using one of the following methods:**

1. **Continuous (ongoing) filing.** On the Internet, you can complete and submit your application, plus, schedule an appointment to take the test. Testing dates and locations will be posted as needs and conditions warrant.

To apply using the State Personnel Board Internet Application Process, go to [www.spb.ca.gov/examstart](http://www.spb.ca.gov/examstart). Applicants will complete their application and respond to questions regarding their ability to meet the minimum qualifications. An immediate minimum qualification determination will be made by the on-line system. If an applicant qualifies, he/she will be allowed to select a date and time to take the test.

**OR**

2. The State Personnel Board (SPB) anticipates conducting One-Day File and Test-In-Person AND File-By-Mail processes for various locations throughout the State as needs warrant. Please visit our web site periodically to learn when and where these examinations will be held. The web-site address is [www.spb.ca.gov](http://www.spb.ca.gov).

If you meet the entrance requirements for both the Office Technician (General) and (Typing) classifications scheduled on the same day, you may file for both examinations on a single application.

**PLEASE DO NOT SEND APPLICATIONS TO THE STATE PERSONNEL BOARD UNLESS THE EXAMINATION BULLETIN SPECIFICALLY STATES TO DO SO.**

### TESTING PERIOD

The testing period for these examinations is 12 months. You may take the examination at any time. Once you have taken the examination, you may not reapply for 12 months.

### REQUIRED IDENTIFICATION

ACCEPTED APPLICANTS WILL BE REQUIRED TO BRING EITHER A PHOTO IDENTIFICATION OR TWO FORMS OF SIGNED IDENTIFICATION TO THE WRITTEN TEST.

**OFFICE TECHNICIAN (GENERAL)****8/29/06****OFFICE TECHNICIAN (TYPING)****THIS BULLETIN CANCELS AND SUPERCEDES THE BULLETIN DATED 11/15/04.****SPECIAL TESTING  
ARRANGEMENTS**

If you are disabled and need special assistance or special testing arrangements contact the State Personnel Board at (916) 653-1502, (TTY) (916) 654-6336, or via California Relay (Telephone) Service for the deaf or hearing impaired from TDD phones: 1-(800)-735-2929, or from voice phones: 1-(800)-735-2922.

**SALARY RANGES**

Office Technician (General) \$2,551 - \$3,103  
Office Technician (Typing) \$2,598 - \$3,157

**(Note: Salaries are correct as of March 19, 2007)**

**REQUIREMENTS  
FOR ADMITTANCE  
TO THE  
EXAMINATION**

All applicants must meet the education and/or experience requirements on the date they complete and submit their application and schedule a written test appointment via the Office Technician Internet Application Process. State employees who are currently appointed to a permanent full-time position at the Office Technician (General) or (Typing) level or higher, **may not** take this examination per Government Code Section 18935(b).

**MINIMUM  
QUALIFICATIONS**

Qualifying experience may be combined on a proportionate basis if the requirements stated below include more than one pattern and are distinguished as "Either" I, "or" II, "or" III, etc. For example, candidates possessing qualifying experience amounting to 50% of the required time of Pattern I, and additional experience amounting to 50% of the required time of Pattern II, may be admitted to an examination as meeting 100% of the overall experience requirement.

**Either I****FOR BOTH  
CLASSES**

One year of experience in California state service performing clerical duties at a level of responsibility equivalent to that of an Office Assistant, Range B.

**Or II****FOR OFFICE  
TECHNICIAN  
(GENERAL) ONLY**

Experience: Two years of clerical experience. [Academic education above the twelfth grade may be substituted for one year of the required general experience on the basis of either (a) one year of general education being equivalent to three months of experience; or (b) one year of education of a business or commercial nature being equivalent to six months of experience. Students who are enrolled in the last semester or its equivalent of course work, which upon completion will fulfill these requirements, will be admitted to the examination, but they must submit evidence of completion before they can be considered for appointment.]

**Or II****FOR OFFICE  
TECHNICIAN  
(TYPING) ONLY**

Experience: Two years of experience in typing and clerical work. [Academic education above the twelfth grade may be substituted for one year of the required general experience on the basis of either (a) one year of general education being equivalent to three months of experience; or (b) one year of education of a business or commercial nature being equivalent to six months of experience. Students who are enrolled in the last semester or its equivalent of course work, which upon completion will fulfill these requirements, will be admitted to the examination, but they must submit evidence of completion before they can be considered for appointment.]

**SPECIAL  
REQUIREMENT**

Applicants for the Office Technician (Typing) must be able to type at a speed of not less than **40 words per minute** from an ordinary manuscript or printed or typewritten material. This requirement will be verified prior to a hiring interview, or at the time of any job offer as a result of successful placement on the resulting employment list.

**SPECIAL  
PERSONAL  
CHARACTERISTIC**

A demonstrated interest in assuming increasing responsibility.

**ADDITIONAL  
DESIRABLE  
QUALIFICATION**

Education equivalent to completion of the 12th grade.

**OFFICE TECHNICIAN (GENERAL)**

8/29/06

**OFFICE TECHNICIAN (TYPING)****THIS BULLETIN CANCELS AND SUPERCEDES THE BULLETIN DATED 11/15/04.****ADDITIONAL  
DESIRABLE  
QUALIFICATION**

Education equivalent to completion of the 12th grade.

**POSITION  
DESCRIPTIONS****OFFICE TECHNICIAN (GENERAL):**

An Office Technician (General) is an advanced journey level that regularly performs a variety of the most difficult duties and is expected to consistently exercise a high degree of initiative, independence and originality in performing assigned tasks. Positions at this level regularly require detailed and sensitive public contact, the use of good judgment and the ability to communicate effectively. Typically, the work at this level is rarely reviewed and some positions may have responsibility for functional guidance in training and assisting less experienced employees.

**OFFICE TECHNICIAN (TYPING):**

In addition to performing the above-mentioned Office Technician (General) duties, an Office Technician (Typing) typically has typing duties encompass a significant proportion of their work time. Some positions may perform as secretaries to major division chiefs and/or one-person field office assignments.

Positions exist statewide with various state departments.

**ELIGIBLE LIST  
INFORMATION**

A candidate may be tested only once in an 12-month period. Names of successful competitors are merged onto an existing eligible list in order of final scores, regardless of test date. The names will remain on the eligible list for a period of 24 months.

**EXAMINATION  
INFORMATION**

This examination will consist of a written test weighted 100%. In order to obtain a position on the eligible list, a minimum rating of 70% must be attained.

**WRITTEN TEST WEIGHTED 100%****WRITTEN TEST  
SCOPE****SCOPE:****A. Knowledge of:**

1. Reading comprehension.
2. Mathematical calculations.
3. Writing skills.

**B. Ability to:**

1. Perform difficult clerical work, including ability to spell correctly.
2. Use good English.
3. Make arithmetical computations.
4. Follow oral and written directions.
5. Evaluate situations accurately and take effective action.
6. Read and write English at a level required for successful job performance.
7. Prepare correspondence independently utilizing a wide knowledge of vocabulary, grammar and spelling.
8. Communicate effectively.

**VETERANS  
PREFERENCE**

**Veterans Preference** credits will be added to the final score of all competitors who are successful in the Written Test and who qualify for, and have requested these points. Due to changes in the law, which was effective January 1, 1996, VETERANS WHO ACHIEVE PERMANENT CIVIL SERVICE STATUS ARE NOT ELIGIBLE TO RECEIVE VETERANS CREDITS. If you receive veterans preference credit, you cannot also receive career credits in these examinations.

**CAREER CREDITS**

Career credits do apply and will be added to the final score of all competitors who are successful in the Written Test and who qualify for the credits.

**QUESTIONS**

If you have any questions concerning this announcement, please contact the State Personnel Board, Examination and Selection Services Section, 801 Capitol Mall, P.O. Box 944201, Sacramento, CA 94244-2010, (916) 653-1502, TTY (916) 654-6336.

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**GENERAL INFORMATION**

**For an examination with a written feature, it is the candidate's responsibility** to contact the Examination and Selection Services Section in Sacramento, (916) 653-1502, **three days prior to the written test date** if he/she has not received his/her notice.

**For an examination without a written feature, it is the candidate's responsibility** to contact the Examination and Selection Services Section in Sacramento, (916) 653-1502, **three weeks after the final filing date** if he/she has not received a progress notice.

**If a candidate's notice** of oral interview or performance test fails to reach him/her prior to the day of the interview due to a verified postal error, he/she will be rescheduled upon request.

**Applications** are available at the State Personnel Board office and local offices of the Employment Development Department.

**If you meet the requirements** stated on this bulletin, you may take this examination, which is competitive. Possession of the entrance requirements does not assure a place on the eligible list. Your performance in the examination described on this bulletin will be compared with the performance of the others who take this test, and all candidates who pass will be ranked according to their scores.

**The State Personnel Board** reserves the right to revise the examination plan to better meet the needs of the service if the circumstances under which this examination was planned change. Such revision will be in accordance with civil service law and rules and all competitors will be notified.

**Examination Locations:** When a written test is part of the examination, it will be given in such places in California as the number of candidates and conditions warrant. Ordinarily, oral interviews are scheduled in Sacramento, San Francisco, and Los Angeles. However, locations of interviews may be limited or extended as conditions warrant.

**Eligible Lists:** Eligible lists established by competitive examination, regardless of date, must be used in the following order: 1) subdivisional promotional, 2) departmental promotional, 3) multidepartmental promotional, 4) servicewide promotional, 5) departmental open, 6) open. When there are two lists of the same kind, the older must be used first. Eligible lists will expire in from one to four years unless otherwise stated on this bulletin.

**Promotional Examinations Only:** Competition is limited to employees who have a permanent civil service appointment. Under certain circumstances, other employees may be allowed to compete under provisions of Rules 234, 235, and 235.2. State Personnel Board Rules 233, 234, 235, 235.2, and 237 contain provisions regarding civil service status and eligibility for promotional examinations. These rules may be reviewed at departmental personnel offices or at the State Personnel Board office.

**General Qualifications:** Candidates must possess essential personal qualifications including integrity, initiative, dependability, good judgment, and ability to work cooperatively with others; and a state of health consistent with the ability to perform the assigned duties of the class. A medical examination may be required. In open examinations, investigation may be made of employment records and personal history and finger printing may be required.

**Interview Scope:** If an interview is conducted, in addition to the scope described on this bulletin, the panel will consider education, experience, personal development, personal traits, and fitness. In appraising experience, more weight will be given to the breadth and recency of pertinent experience and evidence of the candidate's ability to accept and fulfill increasing responsibilities than to the length of his/her experience. Evaluation of a candidate's personal development will include consideration of his/her recognition of his/her own training needs; his/her plans for self-development; and the progress he/she has made in his/her efforts toward self-development.

**High School Equivalence:** Equivalence to completion of the 12th grade may be demonstrated in any one of the following ways: 1) passing the General Educational Development (GED) Test; 2) completion of 12 semester units of college work; 3) certification from the State Department of Education, a local school board, or high school authorities that the candidate is considered to have education equivalent to graduation from high school; or 4) for clerical and accounting classes, substitution of business college work in place of high school on a year-for-year basis.

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**CALIFORNIA STATE PERSONNEL BOARD**  
801 CAPITOL MALL  
Sacramento, CA 95814  
(916) 653-1502 – TTY (916) 654-6336